



Patents

6/R  
P. Doreen  
9/14/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Haynes *et al.* ✓

Serial No.: 09/474,643 ✓

Filed: December 29, 1999

For: System and Method for Eliminating an  
Unnecessary Dispatch of a Service Technician

Art Unit: 2514

Examiner: Van Doren, Beth

RESPONSE TO AN OFFICE ACTION

RECEIVED

Assistant Commissioner for Patents  
Washington, DC 20231

AUG 14 2002  
Technology Center 2600

Sir:

Responsive to the Office action mailed May 8, 2002, please enter the following amendment. Please also reexamine and reconsider the application in view of this amendment and the appended remarks.

AMENDMENT

In the Claims

Please re-write the claims as follows.

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AUG 15 2002

GROUP 8330

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231 on

*Brenda O. Holmes*  
Brenda O. Holmes - Reg. No. 40,339